

2015 CFL Annual Report – Frequently Asked Questions

General Questions:

1. *Where do I find the 2015 CFL Annual Report?*

You must login to the self-service portal at <https://docqnet.dbo.ca.gov/> and select Annual Reports from the dropdown menu next to your account name, located at the top right corner of the “My Account” screen.

2. *Where do I find the instructions for the 2015 CFL Annual Report?*

On The DBO website at the following link:

http://www.dbo.ca.gov/Licensees/Finance_Lenders/pdf/CFL_812_Annual_Report_Instructions_2015.pdf

3. *I forgot my Username and/or Password. Who should I call?*

Please contact the Account Administrator at (213) 576-7634. You can also send an email to cfl.inquiries@dbo.ca.gov.

4. *How do I request an extension to submit the 2015 CFL Annual Report?*

Extensions to file the annual report are not granted. The report is due March 15, 2016.

5. *Can I surrender my license in lieu of filing the 2015 CFL Annual Report?*

Yes, you may surrender your license in lieu of filing. For licensees with multiple locations, all licenses must be surrendered. Surrender of license(s) must be done before March 15, 2016.

6. *Can I save my work and continue on another day to complete it?*

Yes, any time you click on the “Next” button on the screen your work is saved. You may come back and continue completing it at a later time.

7. *Can I submit the report in paper form?*

No, the report must be completed online only.

8. *How do I print the report?*

On the CFL Annual Report screen, click on “CFL Annual Reports” on the top left side of the page, and then click on “View Report.” It will generate the pdf form of the report which you can print at any time.

9. *I need a template to gather the data I am going to enter into the screens online.*

You can print the pdf copy of the report as instructed above, or you can use the 2014 Annual Report form for reference. The questions and line items in the 2014 report are the same as the 2015 Annual Report; it is just presented differently online.

10. *Schedule E of the report shows “Credit Insurance – General Information”.*

Please disregard the “Credit Insurance – General Information” label on Schedule E as it is a typo. Schedule E should reflect all Loans Made or Refinanced during the Year by Size of Loan.

Navigation Questions:

11. How do I access the 2015 CFL Annual Report once it is submitted?

Log back into your account and access the report in the same manner as when you completed it. Click on the report name to open it, if you want to go to the individual schedules or screens. Click on View Report to view the entire report in a pdf format.

12. I am getting stuck on Schedule E, F, or G. I click on the “Next” button and nothing happens.

If you are unable to advance to the next schedule, please press **<CTL+F5>**. Or, try clicking the ‘Previous’ button twice to go back to the previous screens. Then click the “Next” button until you can get out of the screen that you are stuck on.

If you are getting stuck on Schedule E, please check if you made loans under \$2,500. The number of loans and principal amount of these loans must be entered manually in Schedule E, lines 1, 2, and 3.

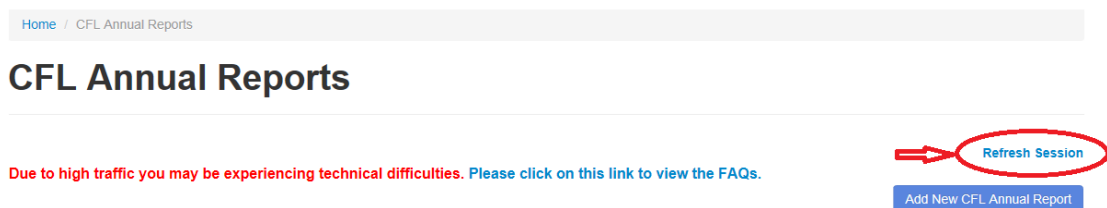
If you are getting stuck on Schedule F, please check if you made Commercial loans. The number of loans and principal amount of these loans must be entered manually in lines 32 through 35 depending on the type of security.

If you still need assistance, please contact (213) 576-7556 to report the problem, or send an email to cfl.inquiries@dbo.ca.gov.

13. While working on the report, I’m getting an error screen and cannot proceed.

If you see the following error message during your session of working on the report: “**We’re sorry, but something went wrong.** We’ve been notified about this issue...”

- a. Click your browser’s ‘back’ button and attempt to click the ‘next’ button again. If unsuccessful after 3 attempts then,
- b. Click on “Click Here” to return to the CFL Annual Report page and click the “Refresh Session” link.



If unsuccessful then,

- c. Reboot your computer and log back in.

- d. If you get the same error message, please call (213) 576-7556 to report the problem, or send an email to cfl.inquiries@dbo.ca.gov.

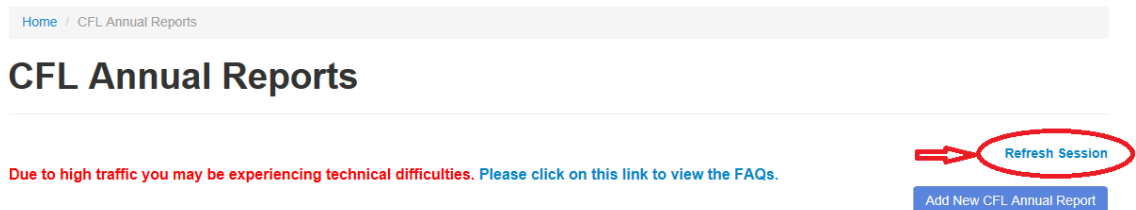
14. After answering the first 2 questions in the report, I click "Next" and it takes me to a blank screen.

You are probably having a login issue. The username and password you are using are probably not linked to your account. Please contact the Account Administrator at (213) 576-7634 and ask for the username and password associated with your account, or send an email to cfl.inquiries@dbo.ca.gov.

15. I log back in to the portal to continue completing the report and I get this message:

"We're sorry, but something went wrong. We've been notified about this issue...

- a. Click on "[Click Here](#)" to return to the CFL Annual Report page and click the "Refresh Session" link.



If unsuccessful then,

- b. Reboot your computer and log back in.
c. If you get the same error message, please call (213) 576-7556 to report the problem, or send an email to cfl.inquiries@dbo.ca.gov.

Technical Questions:

16. What amount should I put on line 6a, Fixed Assets, on Schedule B-1?

Please enter the amount net of accumulated depreciation. Then enter the accumulated depreciation on line 6b.

17. I am entering zeros (0) on Schedule G, and I get an error message.

Do not enter zero if it does not apply, just leave it blank.

18. Schedule H, items 4, 5 & 7 does not apply, but it's giving me an error message.

If the answer is "No" and it's giving you an error message, just enter "Not applicable" on items 4, 5 & 7, and then click "Next" to continue.

19. If I have a specific question about an item in the 2015 CFL Annual Report, who do I contact?

Call (213) 576-7690 and ask for the CFL licensing specialist on duty. You can also email your question to cfl.inquiries@dbo.ca.gov.